

2010
Edition

Health Care Quality Report Card



The California Office of the Patient Advocate issues the annual **California Health Care Quality Report Card** as a tool for improving health care quality throughout the State.

The star rating system is based on standards sponsored by the **National Committee for Quality Assurance**, which is dedicated to improving health care quality at the national level.

For more detailed ratings and performance data, please visit **OPA.CA.GOV**.

Ratings



Excellent



Good



Fair



Poor

HMO Ratings	Meeting National Standards of Care	Members Rate Their HMO
Aetna Health of California, Inc.	★ ★ ★	★ ★ ★
Anthem Blue Cross–HMO	★ ★ ★	★ ★ ★
Blue Shield of California–HMO	★ ★ ★	★ ★
CIGNA HMO	★ ★ ★	★ ★
Health Net of California, Inc.	★ ★ ★	★ ★ ★
Kaiser Permanente No. CA Region	★ ★ ★ ★	★ ★ ★
Kaiser Permanente So. CA Region	★ ★ ★ ★	★ ★ ★ ★
PacifiCare of California	★ ★ ★	★ ★ ★ ★
Western Health Advantage	★ ★ ★	★ ★ ★ ★

To see more health plan ratings and find tools and tips on how to get the most out of your health care, visit **OPA.CA.GOV**



Guiding You to Better Health Care



California's Top Rated Medical Groups

Visit opa.ca.gov to learn more
about quality ratings for the 46
medical groups listed below and
over 150 other groups.



Other quality ratings available from the Office of the Patient Advocate:

Treating Health Conditions See how California's largest health plans and medical groups perform in treating common health conditions such as:

- Asthma and Lung Disease
- Checking for Cancer
- Diabetes Care
- Heart Care
- Maternity Care
- Mental Health Care
- Treating Children

You can also find easy links to report cards on hospitals, PPOs, nursing homes, Medi-Cal, Medicare and Healthy Families on the Office of the Patient Advocate's Web site.

For more information, visit **OPA.** 



California's Office of the Patient Advocate
Guiding You to Better Health Care

980 9th Street, Suite 500, Sacramento, CA 95814

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